



## STATE OF CALIFORNIA

# COMPUTER OPERATIONS SUPERVISOR II

FRANCHISE TAX BOARD  
OPEN EXAMINATION  
SPOT — SACRAMENTO

## FRANCHISE TAX BOARD

PO Box 550

Sacramento CA 95812-0550

ATTN: **Exam Section, (916) 845-3608**

Website: <http://www.ftb.ca.gov>

TDD is **Telecommunications Device for the Deaf.**

California Relay Service

From TDD phone (800) 735-2929

From Voice phone (800) 735-2922

Applicants should be aware that prior to employment with the Franchise Tax Board a background investigation will be conducted. The investigation will consist of completion of a questionnaire, fingerprinting, and inquiry to Department of Justice to disclose criminal records. Employment offers will be made prior to completion of the questionnaire. A commitment to hire will **not** be considered final until the background information has been reviewed and approved by the department.

### HOW TO APPLY

Applications may be filed:

#### In Person:

Franchise Tax Board  
9645 Butterfield Way  
Exam Section, Rm 1024B  
Sacramento CA 95827

#### By Mail:

ATTN: Exam Section  
Franchise Tax Board  
PO Box 550  
Sacramento CA 95812-0550

**SUBMIT APPLICATIONS ONLY TO THE ADDRESS INDICATED ABOVE.**

**FINAL FILING DATE: August 16, 2000**

Applications (Form 678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

**NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.**

### QUALIFICATIONS APPRAISAL

It is anticipated that interviews will be held during September/October. You will be contacted by mail as to the specific date.

**SALARY RANGE: \$3776 – \$4553**

### ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the Franchise Tax Board. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "**Either**" I, "**or**" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

#### Either I

One year of experience in the California state service performing the duties comparable to those of a Computer Operations Supervisor I or Computer Operations Specialist I.

#### Or II

**Experience:** Four years of experience operating an electronic information processing system or operating a main console in a multi-processing variable task information processing system, at least two years of which must have been in a supervisory capacity (Experience in California state service applied toward "Pattern II" must include at least one year of qualifying experience performing the duties of a class comparable to those described in the promotional pattern); **and**

### Education: Either

1. Completion of at least 60 semester or 90 quarter units at a recognized college or university. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) **OR**
2. Successful completion of an electronic information processing systems operation or programming curriculum given by a resident school which includes actual electronic information processing systems operation experience and at least 200 hours of classroom instruction. (Partial completion of this requirement may not be combined with other patterns to gain qualification.)

**Special Personal Characteristics** — Frequently assignments require work on rotation shifts, holidays, odd shifts and overtime including evenings, nights and weekends.

### THE POSITION

A Computer Operations Supervisor II, under general direction, plans, organizes, and directs the activities of a major phase of the operations or administrative section of a large electronic computer installation or performs equivalent supervisory duties.

**Positions exist in Sacramento only.**

### EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal Interview. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.

#### Qualification Appraisal Interview — Weighted 100%

The first portion of the interview will consist of a structured exercise that tests the skills needed to perform the work done by Computer Operations Supervisor II's.

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's knowledge and abilities as shown under "Scope." Candidate should be prepared to answer questions relating to these areas.

**COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

#### Scope:

##### A. Knowledge of:

1. Principles, capabilities and operation of electronic information processing systems and related peripheral equipment.
2. Electronic information processing systems hardware and operating techniques.
3. Methods of devising standard machine and operator production rates.
4. Principles of organization and personnel management.
5. Principles of effective supervision and training.
6. The department's Affirmative Action Program objectives.
7. A manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

##### B. Ability to:

1. Recognize and work out solutions for operational problems.
2. Communicate effectively.
3. Analyze data.
4. Work cooperatively with others and gain their respect and confidence.
5. Perform arithmetical computations.

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**  
**COMPUTER OPERATIONS SUPERVISOR II LN10-1350**  
**EXAM CODE: 0FT59**  
**FINAL FILING DATE: August 16, 2000**

6. Plan, organize and direct the operation of a small to medium sized electronic information processing system.
7. Supervise the work of technical and clerical assistants in a complex electronic information processing system.
8. Effectively contribute to the department's affirmative action objectives.

**Veterans' preference credit** will not be granted in this examination.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is *especially important* that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application form.

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### GENERAL INFORMATION

**It is the candidate's responsibility** to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview or performance test due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Franchise Tax Board, local offices of the Employment Development Department and the State Personnel Board office.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Franchise Tax Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from State Personnel Board office or written test proctors.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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